
From: Sanford Lewis [sanfordlewis@gmail.com]
Sent: Thursday, February 19, 2009 12:28 PM
To: Williams, Catrice (DTC)
Subject: Verizon investigation

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I am writing to confirm that telephone service in our area, the southern end of Shutesbury, MA, proves periodically problematic. When there is wet weather it is not unusual for our phone line to become noisy, crackly, or the line to cross with other lines, including a crossover of the two lines in our residence. Having a home-based business, the periodic problems with the phone lines makes this especially problematic.

Although I realize the scope of your investigation does not include DSL, I believe there is actually a relationship between the failure to rewire this area, and the failure to bring DSL here. It appears that until the phone company puts modern wiring into our area it will also be unable to bring DSL, even though there is DSL service available a very short distance from here. Feel free to contact me if you would like additional information.

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Sanford Lewis
413 549-7333